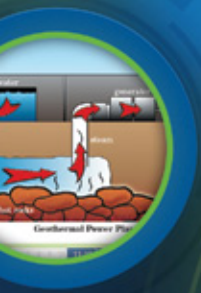
Switched-On

SCHOOLHOUSE® 2013 EDITION



- INSTALLATION DISCS
- QUICK START GUIDE

Installation Disc One

You must install this 2013 EDITION Installation Disc prior to any SOS curriculum disc.

Insert this disc into the CD-ROM drive. If your Autorun is disabled, select Start Menu and Run: d:\SETUP.EXE

Email us at techsup@aop.com
or call 866-444-4498

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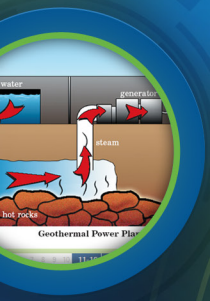
SCHOOLHOUSE® 2013 EDITION



QUICK START GUIDE

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Welcome to Switched-On Schoolhouse®

This guide walks you through how to install Switched-On Schoolhouse (SOS) and do the basic setup necessary for your student(s) to begin their schoolwork. There are many resources available to help you customize your homeschool. Please see p. 47 for a list of those resources.

A few things to know before you begin:

- The SOS box contains all of the curriculum discs for the courses you ordered, this guide, and the installation discs (located inside the front and back covers of this guide). Also, on the inside cover is a sticker with your serial number. You will need that during installation and registration.
- Certain elements must be in place to run SOS on your computer. The table on the next page shows you what is required to run SOS. The first column covers the absolute minimum requirements. You may find that you need a computer that exceeds these requirements, giving you more memory and a faster processing speed. A check is performed during installation to verify that your computer meets these minimum requirements. If it does not, a list of items that do not meet specification is displayed.
- SOS uses Adobe Reader. If you do not already have Adobe Reader on the computer(s) you plan to use for SOS, it is available on SOS Installation Disc Two. See the **Preliminaries** section on p. 20 for access instructions.
- If the operating system on your computer is Microsoft XP and has or had Internet Explorer version 6 (IE 6) loaded, please go to www.update.microsoft.com to upgrade IE.

Getting Started

There are three major steps to getting started with SOS:

1. Installation
2. Registration
3. Setup

Use this guide to walk you through each of these steps. Let's get started with Installation on p. 4.

System Requirements

NOTE: Only English language versions of Microsoft® Windows XP, Windows Vista, Windows 7, and Windows 8 are supported.

Minimum Requirements	Optimal Performance
XP Service Pack 3	
‣ Microsoft IE 7 or higher	‣ Microsoft IE 7 or higher
‣ 1 GHz or higher processor	‣ 2 GHz or higher processor
‣ 512 MB Memory (RAM)	‣ 2 GB Memory (RAM)
‣ 3 GB hard drive space	‣ 10 GB hard drive space
‣ 1024 X 768 or higher resolution monitor	‣ 1024 X 768 or higher resolution monitor
‣ CD-ROM drive	‣ CD-ROM drive
‣ Adobe Reader	‣ Adobe Reader
‣ Printer recommended	‣ Printer recommended
Vista Service Pack 2	
‣ 1.4 GHz or higher processor	‣ 2 GHz or higher processor
‣ 1 GB Memory (RAM) (2 GB for 64-bit)	‣ 4 GB Memory (RAM)
‣ 3 GB hard drive space	‣ 10 GB hard drive space
‣ 1024 X 768 or higher resolution monitor	‣ 1024 X 768 or higher resolution monitor
‣ CD-ROM drive	‣ CD-ROM drive
‣ Adobe Reader	‣ Adobe Reader
‣ Printer recommended	‣ Printer recommended
Windows 7 & 8	
‣ 1.4 GHz or higher processor	‣ Dual core processor
‣ 2 GB Memory (RAM)	‣ 4 GB Memory (RAM) (2 GB for 32-bit)
‣ 3 GB hard drive space	‣ 10 GB hard drive space
‣ 1024 X 768 or higher resolution monitor	‣ 1024 X 768 or higher resolution monitor
‣ CD-ROM drive	‣ CD-ROM drive
‣ Adobe Reader	‣ Adobe Reader
‣ Printer recommended	‣ Printer recommended

NOTE: Windows RT is NOT supported.

Vista and Windows 7 Aero Users: We strongly recommend that you use a computer meeting the requirements for optimal performance.

Installing Switched-On Schoolhouse®

SOS Home Edition offers two types of installs:

- **Full Install** – SOS Teacher, SOS Student, and the database all reside on the same computer. Teacher uses the same computer as the student to grade and monitor. **A Full Install takes on average around 25-30 minutes**.

- **Client Install** – This type of install requires a home network with a Full Install (SOS Student, SOS Teacher, and the database resident on one computer, which is part of a home network that can then be linked to other computers. For SOS to function properly, the client computer requires a constant connection to the main computer with the Full Install. **A Client Install takes around 10 minutes**. If you choose a Client Install, you MUST perform a Full Install on the main computer first. Then, do the Client Install on any additional computers on the home network. For Client Install directions, see p. 12.

Before You Install

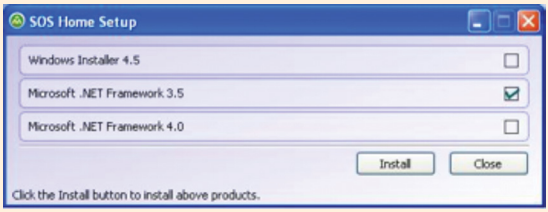
First, make sure you run Windows updates and then restart your computer for pending updates.

If you already have a version of SOS installed on your computer, please go to **Upgrading to SOS 2013 Home Edition** beginning on p. 17 of this guide BEFORE continuing.

SOS installs the database server, database, and tutorials in separate steps, so it may seem as if you are repeating the same steps. In a way you are, but each step is installing a different piece of the total package.

XP Users: If you have or had Internet Explorer version 6 (IE 6) loaded on a computer where you plan to install SOS, please go to www.update.microsoft.com to upgrade IE.

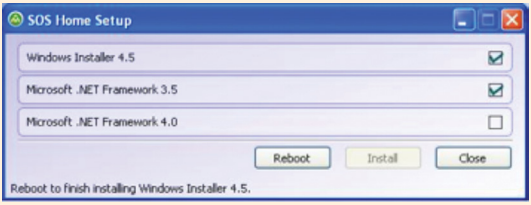
Attention XP Users: When you begin installing SOS 2013, a check is done to ensure that all necessary base applications are on your computer, including Windows Installer 4.5, Framework 3.5, and Framework 4.0. If any of these applications is missing, you see a screen like the one below.



1. All unchecked items begin installing when you click the **Install** button.

2. Put SOS Installation Disc Two into your CD-DVD ROM drive when prompted and click **OK**.

3. The installation may take 2-3 minutes. Click the **Reboot** button when prompted. (You only need to reboot if Windows Installer 4.5 must be installed.)



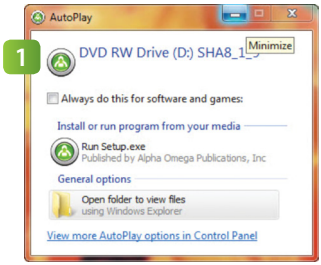
4. After your computer restarts, you are prompted to put SOS Installation Disc One in your CD-DVD ROM drive. (If Framework 3.5 must be installed, it will install before you see this prompt.)

If Framework 4.0 is not already installed, it is installed when you put SOS Installation Disc One in your CD-DVD ROM drive. Once Windows Installer 4.5, Framework 3.5 and 4.0 are installed, you can continue with the install as described in the SOS Home Edition - Full Install section on p. 6.

SOS Home Edition – Full Install

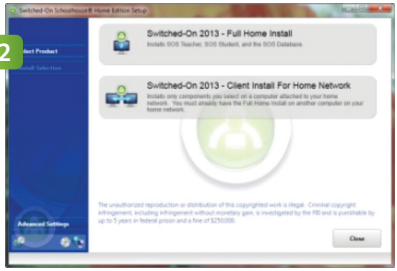
1. Insert SOS 2013 Installation Disc One into your CD-ROM or DVD drive and select Run Setup.exe if a choice is presented. You may briefly see an Initializing pop-up. It will disappear automatically.

2. The SOS 2013 Setup window displays. Select Switched-On 2013 - Full Home Install (top choice).

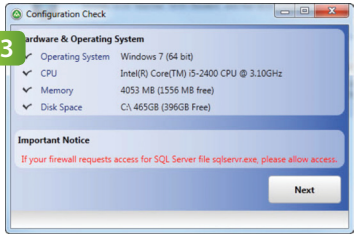


Attention Windows Vista and Windows 7 & 8 Users: You may need to click **Run Setup.exe** on the **AutoPlay** window before the **SOS 2013 Setup** window will open.

3. A **Configuration Check** window appears. This verifies that your hardware and operating system meet the SOS minimum requirements. Anything with a checkmark next to it meets minimum standards. An **X** indicates an item NOT meeting minimum standards. Click **Next** to continue.



NOTE: You may continue with the installation process, even if not all items meet minimum standards. You may need to upgrade your hardware or operating system for SOS to work effectively.

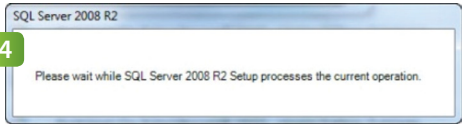


WARNING: *If you have items listed in the* **Windows System** *section of this screen, you must fix them prior to continuing or installation will likely fail. Click each link you see that says "***Click to fix…***" before continuing.*

These applications are installed with SOS:

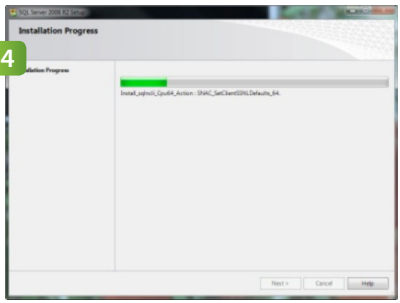
- Adobe Flash Player (Already installed with IE 10)
- Crystal Reports
- SOS 2013 SQL 2008 R2 Express Server

Microsoft Internet Explorer (IE) is required but not included in the SOS install. It should have been installed when you purchased your computer. Go to www.microsoft.com to download IE for free. Please contact the seller if you have difficulty with this.



Depending on your operating system, Microsoft®.NET Framework 3.5 may be installed along with Microsoft®. NET Framework 4.0 if it's not already on your computer.

NOTE: Both Framework and server installation take some time. When the server first begins installing, you may not see anything for a minute or two. Be patient.

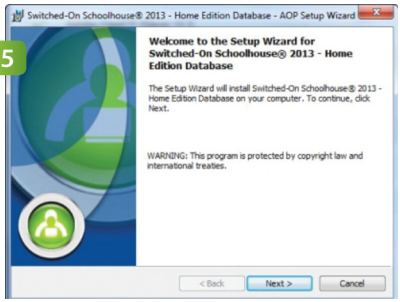


4. Three screens display while the server is installing:

- A black "DOS" type screen
- A small window pop-up advising you to wait while the server is being installed.
- A server progress window.

Each of these three windows displays several times during the server installation process.

If you have a firewall installed on your computer, you may be prompted to allow access to an SQL Server file "sqlservr.exe" during this step of the SQL Server install. Please **allow** access for this file.

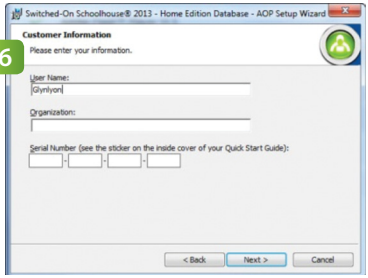


The **Switched-On Schoolhouse 2013 - Home Edition Database - AOP Setup** window displays again to walk you through the database installation process step by step.

5. Click **Next** on the **Welcome** screen when it displays.

6. On the **Customer Information** screen, enter:

   - **User Name**: Only letters, numbers, and spaces are allowed. Punctuation marks and other special characters are not permitted.
   - **Organization**: This might be your last name or something like "Home".
   - **Serial Number**: The 16 digit serial number is on the inside front cover of this guide. Enter it exactly as it appears.

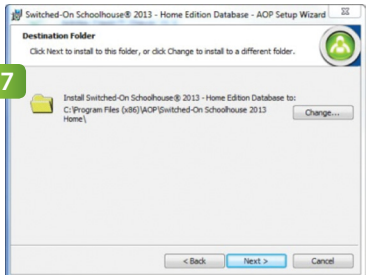


7. The **Destination Folder** screen (for the database) displays.

To retain the location where the database is automatically placed, click **Next**.

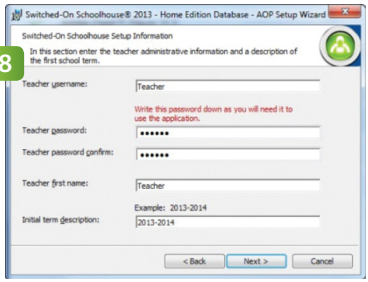
If you must change this default location, click **Change** and enter the path to the folder you want to use. Click **OK** when finished.

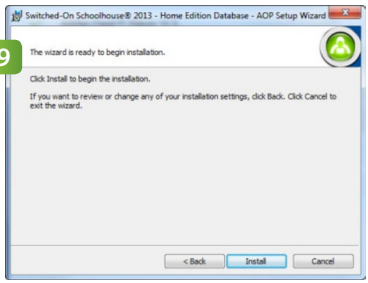
We HIGHLY recommend you leave the SOS database in the default location.



8. The **Setup Information** screen displays. Enter the following information and click **Next** when you are ready to continue:

   - **Teacher username** – Must be no longer than 20 characters. Only letters, numbers and spaces are permitted. The username displays on messages sent within the application.
   - **Teacher password** – Type in your password.
     - Passwords may be 1-12 characters long. They are case sensitive and may not contain blank spaces or special characters.
     - Be sure to write down your password. You need it to login to SOS Teacher after your installation is complete.
     - See p. 40 of this guide for instructions on how to change your teacher password if necessary.





- **Teacher password confirm** – Enter your password again.
- **Teacher first name** – This is what displays on your **Home Page**. It cannot be changed after SOS is installed.
- **Initial term description (i.e. the name of your school year)** – The current school year is the default, but you may change it.

9. Click **Install** to continue. This may take several minutes. After it is finished installing, a completion screen displays.

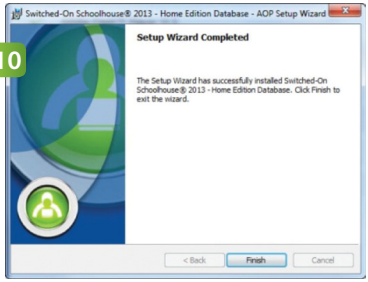
10. On the **Setup Wizard Completed** window, click **Finish**. The SOS Database is now finished installing.

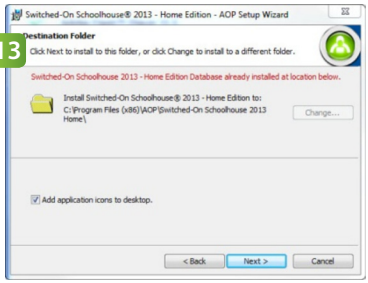
11. You see a **Preparing to Install** pop-up and then the **Welcome** screen again. This time the Switched-On Schoolhouse 2013 - Home Edition application is ready to be installed. Click **Next** to continue.

12. The **End User License Agreement (EULA)** displays. Read this agreement carefully. If you agree to the terms, click the checkbox beside the "**I accept...**" statement and click **Next**.

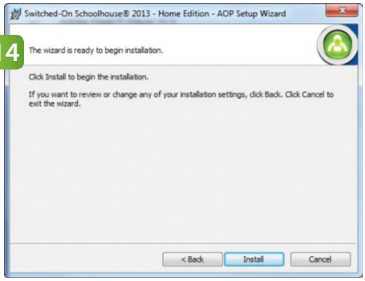
13. The **Destination Folder** screen displays. Click **Next**. (This adds the application shortcut icons to your desktop.)

If you do not want the shortcut icons on your desktop, click to remove the checkmark next to **Add application icons to desktop** before you click **Next**.





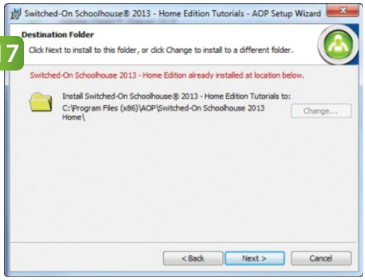
14. Click **Install** to begin installation of the application. A **Progress** window displays during installation.



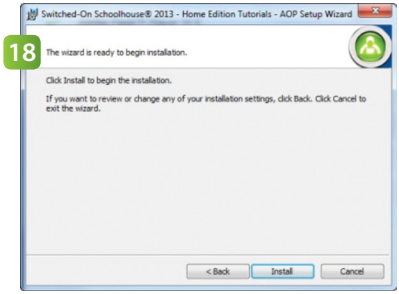
15. The **Setup Wizard Completed** screen appears. Click **Finish**.

16. Again you see a **Preparing to Install** pop-up and then the **Welcome** screen appears. This time, the Switched-On Schoolhouse 2013 – Home Edition Tutorials are ready to be installed. Click **Next** to continue.

17. The **Destination Folder** for the tutorials displays. Click **Next**.

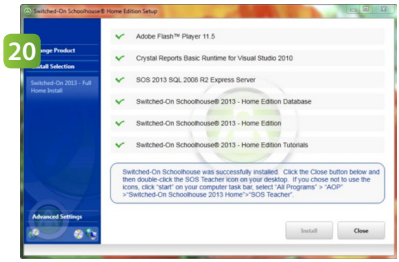


18. Click **Install** to begin installation of the tutorials.



19. The **Setup Wizard Completed** screen appears. Click **Finish**.

20. You should now see the list of all programs needed by SOS. Each should have a checkmark next to it indicating all were successfully installed. At the bottom of the list, you should see a message inside a box with instructions on accessing SOS. Click **Close** after reading this message.



You can remove SOS Installation Disc One from your CD-ROM or DVD drive. Your full installation of SOS is now complete.

If you are using a home network and want to perform a Client Install on one or more networked computers, continue to p. 12 of this guide.

If you are installing SOS on only one computer, go to p. 21 to continue with the registration and setup steps.

SOS Home Edition – Client Install

If you want to run SOS on multiple computers and have them networked, the Client Install allows you to do that. The Full Install (which MUST be done first) allows you to have your database and SOS Teacher installed on one computer while installing SOS Student on other computers in the home.

Be aware, there is a limitation to the Client Install:

> The Client Install *requires* a connection to the network at all times to function. This can be a wireless network. Since the client version does not have its own copy of the database, it depends on the computer with the full installation to provide the database. If your home network is down or either computer is removed from the network, neither SOS Student nor SOS Teacher can open.

We recommend you do the Full Install on a computer where you can access both SOS Teacher and SOS Student and do the Client Install on a computer where only SOS Student needs to be accessed.

If you are using a 3rd party firewall, follow the manufacturer's instructions to add exception rules for SQL Express 2008.

Attention Windows Firewall Users: If you have Windows Firewall turned on for your computers, you must first create exceptions to allow the client computers access to the computer with the Full Install:

1. Insert SOS Installation Disc Two into the CD-ROM drive on the computer with the Full Install. When the installation program opens, close it. Do this ONLY on the computer with the Full Install.
2. At the same time, press the **Windows** ( ) and **e** keys. The **Windows** key is beside the **Alt** key by the space bar on your keyboard.
3. Right-click the green SOS logo or your CD-ROM drive and select **Open**.
4. Double-click the **Tools** folder to open it.
5. Double-click to open the **FWConf** folder.
6. Open the **FWConf_ReadMe.pdf** for further instructions.

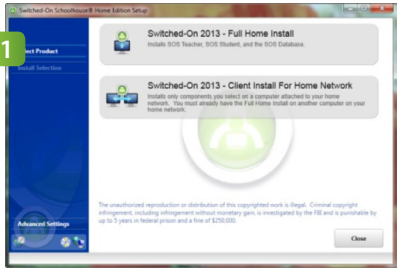
If you do NOT have Windows Firewall turned on for your computer, continue with the Client Install below.

Once you have completed the Full Install, you can do a Client Install.

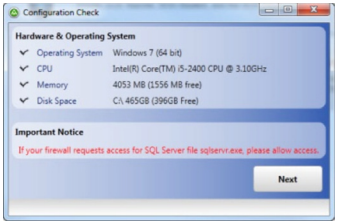
NOTE: If the Client computer does not have Windows Installer 4.5 and Framework 3.5 already installed, you will be prompted to put SOS Installation Disc Two into your CD-ROM or DVD drive. See p. 5 for instructions.

1. Insert SOS Installation Disc One into the CD-ROM drive on the client computer. The SOS Setup window displays. Click the second option, **Switched-On 2013 - Client Install for Home Network**.

   A Configuration Check window appears to verify your hardware and operating system meet the SOS minimum requirements. Anything with a checkmark next to it meets minimum standards. An **X** indicates an item does NOT meet the minimum standards.



NOTE: You may continue with the installation process, even if not all items meet the minimum standards. You may need to upgrade your hardware or operating system for SOS to work effectively.



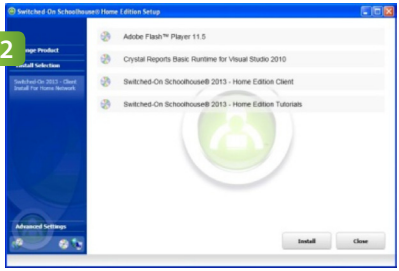
WARNING: *If you have items listed in the **Windows System** section of this screen, you must fix them prior to continuing or installation will likely fail. Click each link you see that says **"Click to fix…"** before continuing.*

2. After you click **Next**, the **Switched-On Schoolhouse Home Edition Setup** window opens with a list of required components. Those with a checkmark are already installed. The ones with another icon beside them will be installed. Click **Install**. The installation of the needed programs begins. Click **Next**.

NOTE: This process may take some time depending on the applications being installed.

SOS installs these applications on the client computer:

- Adobe Flash Player (Already installed with IE 10)
- Crystal Reports



Microsoft Internet Explorer (IE) is required, but not included in the SOS install. It should have been installed when you purchased your computer. Please contact the seller if you do not have IE. You can download IE for free by going to www.microsoft.com. Please contact the seller if you have difficulty with this.

Depending on your operating system, Microsoft®.NET Framework 3.5 may be installed along with Microsoft®.NET Framework 4.0 if not already on your computer.

The **Switched-On Schoolhouse 2013 - Home Edition - AOP Setup Wizard** window displays to walk you through the installation process step by step.

3. The **End User License Agreement (EULA)** displays. Read this agreement carefully. If you agree to the terms, click the checkbox beside the "**I accept…**" statement and click **Next**.

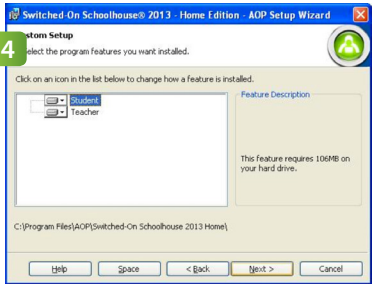
4. The **Custom Setup Screen** displays. If you want only the SOS Student features installed:

- Select **Teacher** and highlight: **X this feature will not be available**

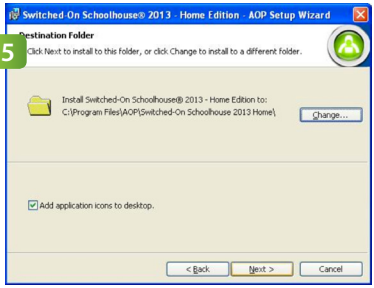
If you want only SOS Teacher features installed:

- Select **Student** and highlight: **X this feature will not be available**

Click **Next**.



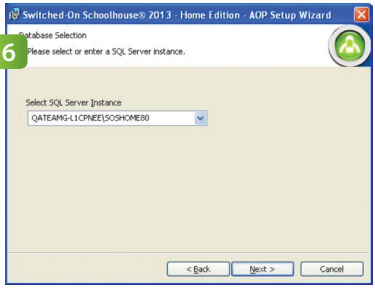
5. The **Destination Folder & Desktop Icons** screen displays. Click **Next**, unless you need to change the location where the application is automatically placed or you don't want the shortcut icons for SOS Teacher and SOS Student on your desktop.



We HIGHLY recommend leaving SOS in the default location.

If you must change the default location of SOS, click **Change** and enter the pathname to the folder to be used. Then, click **OK**.

To remove the shortcut icons on your desktop, remove the check beside **Add application Icons to desktop** and click **Next**.

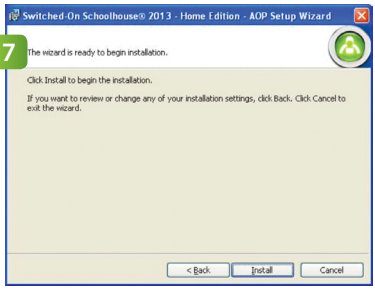


6. On the **Database Selection** window, locate the computer where your Full Install resides, either by using the dropdown menu or typing in the computer name followed by: **SOSHOME80** in the blank textbox. Click **Next** after the location is selected.

NOTE: To locate the computer name of the computer where the Full Install resides, go to the computer with the Full Install and press the **Windows** key and the **Pause/Break** key at the same time.

When you click **Next**, the application tries to connect to the database on the computer with the Full Install. If one is found, continue to Step 7. If a connection cannot be made, a message displays that it could not connect to a valid database. Repeat Step 6 until you have a valid connection.

NOTE: For further assistance, visit www.aophomeschooling.com/browse_techsupport_db_252.



7. Once you have successfully located the database connection, **the Wizard is ready to begin the installation** screen displays. Click **Install**.

8. After all of your new files are copied, you see the **completion confirmation** screen. Click **Finish**.

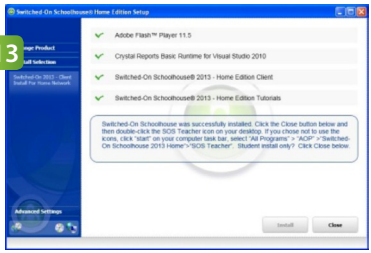
9. You see the **Welcome** screen again. This time the **Switched-On Schoolhouse 2013 - Home Edition Tutorials** are ready to be installed. Click **Next** to continue.

10. The **Destination Folder** for the tutorials displays. Click **Next**. See image #17 on p. 10.

11. Click **Install** to begin installation of the tutorials. See image #18 on p. 11.

12. The **Setup Wizard Completed** screen appears. Click **Finish**. See image #19 on p. 11.

13. You should now see the list of all programs needed by SOS. Each should have a checkmark next to it indicating all were successfully installed. At the bottom of the list, you should see a message inside a box with instructions on accessing SOS. Click **Close** after reading this message.



Your client installation process is complete. If you have no additional computers where you plan to install SOS Client, you are ready to go to p. 21 to continue with the registration and setup steps.

If you have additional computers where you want to install SOS Client, return to Step 1 on p. 12.

Don't forget to remove the application disc from your CD-ROM or DVD drive!

Upgrading to SOS 2013 Home Edition

If you have a version of SOS earlier than 2011, you need to remove it using the following steps:

1. Press the **Windows** ( ) and **r** keys at the same time.
2. Type "control" into the run box and click **OK**.
3. Select **Add/Remove Programs** (it might say **Programs and Features**).
4. Select the program to be removed. If you need to remove SOS 2013, see p. 20 for instructions before proceeding.
5. Click **Remove**.

Upgrading from 2012 to 2013

If you are currently running the 2012 version of SOS, you can upgrade directly to the SOS 2013 edition. Your upgrade makes your 2012 data available in the new program, letting you take full advantage of SOS 2013.

If you have the client version installed, you need to upgrade the Full Install BEFORE doing anything with the Client Install.

If you plan to use 2013 curriculum, you **must** upgrade your application.

The 2012 to 2013 upgrade process automatically backs up your database and restores it for use with the 2013 version of SOS. As a precaution, you should always perform a backup from your existing installation before you install the new version.

To perform a backup, open your existing installation of SOS Teacher, click **Help?** and select **SOS Teacher** > **Application** > **Backing Up Files** or view the Backup/Restore tutorial.

If you are upgrading from 2012 to 2013, do NOT uninstall your 2012 version of SOS. The upgrade process automatically migrates your data and uninstalls the old version for you. You may notice there are duplicate icons for both SOS Teacher and SOS Student for a very brief time during the upgrade process. This is expected. There will only be one set when the upgrade is done.

To complete your upgrade from 2012:

Go to p. 6 of this guide and follow the instructions in the SOS Home Edition - Full Install section. If you also need to perform a Client Install (p. 12), do this after you finish the Full Install on your primary computer.

Upgrading from 2011 to 2013

Upgrading is necessary if you plan to use either SOS 2013 or the 2013 curriculum. If you have the client version of SOS 2011 installed, you must have already upgraded the Full Install to 2013 BEFORE you perform any upgrade activity on the client. After the Full Install has been upgraded, you need to uninstall the 2011 client and reinstall the client using the 2013 installation disc.

The upgrade process automatically backs up your database and restores it for use with the 2013 version of SOS. As a precaution, you should always create a backup of your existing database before you install the new version.

For help creating a backup, open your existing installation of SOS Teacher, click **Help?** and select **User Manual** > **SOS Teacher** > **Application** > **Backing Up Files**.

1. When you put **SOS 2013 Installation Disc One** in your CD-ROM drive, the first screen you see advises you that a backup of your database has been created and you must manually uninstall SOS 2011. Click **OK** and remove the application disc.

If you have completed your Full Install and are now performing the Client Install, you should see the message below alerting you if you have not already removed SOS 2011.

2. To uninstall SOS 2011, Press the **Windows** ( ) and **r** keys at the same time.

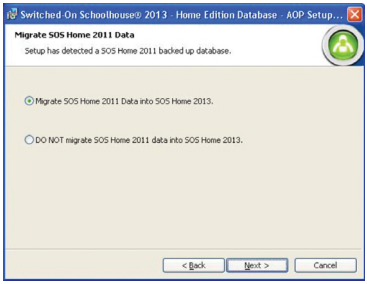
3. Type "control" into the run box and click **OK**.

4. Select **Add/Remove Programs** (it might say **Programs and Features**).

5. Remove **Switched-On Schoolhouse 2011 Home Edition**, **Switched-On Schoolhouse 2011 Home Database**, and the **Switched-On Schoolhouse 2011 - Home Edition Tutorials**.

6. Return the SOS Home Edition 2013 Installation Disc One into your CD-ROM drive. Follow the instructions in the **SOS Home Edition - Full Install** section beginning on p. 6.

   When you reach Step 8 of the Full Install, return to this page and continue with Step 7 below for instructions on migrating your 2011 database to your 2013 application.



7. Click **Next** on the **Migrate SOS Home 2011 Data** screen and return to Step 9 of the Full Install on p. 9. If you do NOT want to migrate your database to SOS 2013, click the circle next to "**Do NOT migrate Home 2011 data…**", click **Next** to enter database setup information, click **Next** again, and return to Step 14 on p. 10 to finish your upgrade.

NOTE: If you do not migrate your database, the information it contains will not be available to you or your students in SOS 2013.

NOTE: If you are migrating from 2011 or 2012, any changes you made to your Avatar, Wallpaper, or Photo Album are not migrated. You need to set those Home Page items when you open the 2013 edition of SOS.

Upgrading from Earlier than 2011 Versions

If you have a version of SOS older than 2011 installed, you need to uninstall it. SOS 2013 cannot be installed over those older versions. Again, please create a backup of your database.

NOTE: You will not be able to migrate a 2010 or earlier database to SOS 2013.

For help doing creating a backup file, open your existing installation of SOS Teacher, click **Help?** and select **SOS Teacher** > **Application** > **Backing Up Files**.

To uninstall your old version of SOS:

1. Press the **Windows** ( ) and **r** keys at the same time.
2. Type "control" into the run box and click **OK**.
3. Select **Add/Remove Programs** (it might say **Programs and Features**).
4. Remove Switched-On Schoolhouse 20XX. (XX being the year of your presently installed version.)
5. Remove Microsoft® SQL Desktop Engine (SOSHOME309)

Removing (Uninstalling) Switched-On Schoolhouse® 2013

1. Open **Add/Remove Programs** in the **Control Panel**.
2. Remove **Switched-On Schoolhouse 2013 – Home Edition**.
3. Remove **Switched-On Schoolhouse 2013 – Home Edition Database**.
4. Remove **Switched-On Schoolhouse 2013 – Home Edition Tutorials**.

All steps below are **optional**. It is not necessary *nor recommended* for you to remove Microsoft SQL Server and its components. If you reinstall SOS, this application and all of the components WILL be installed again. If you choose to remove Microsoft SQL and have more than one instance of SQL installed on your computer, do NOT remove any SQL items except **SOSHome80**.

5. Remove **Microsoft SQL Server 2008 R2**.
6. On the **Uninstall** dialog window, select the instance of **SOSHOME80** and **SQL Client Connectivity SDK** Redistributable Features. Then, click **Next**.
7. Click **Close** to proceed when the **Complete** screen displays.
8. Once the **SQL Server 2008 R2** uninstall is finished, one SQL component should remain in your installed programs list. Remove **Microsoft SQL Server Native Client**.

NOTE: If you do choose to remove Microsoft SQL Server 2008 R2, it MUST be removed before any of its components are removed or it will not be properly uninstalled, and any subsequent installation attempts will fail. If you try to uninstall one of the components first, you will see a warning that the server should be removed first.

Preliminaries

SOS uses Adobe Reader. If you do not already have Adobe Reader, you can install it from SOS Installation Disc Two using these steps:

1. Put SOS Installation Disc Two into the CD-ROM or DVD drive of your PC.
2. If the **Install** window opens, click **Close**.
3. At the same time, press the **Windows** ( ) and **e** keys.
4. Right-click the drive containing the SOS installation disc and click **Open**.
5. Double-click the **Adobe Reader** folder or right-click your mouse and select **Open**.
6. Double-click the folder for your operating system or right-click your mouse and select **Open**.
7. Double-click the file for your operating system inside that folder to install Adobe Reader.

Setting Up Switched-On Schoolhouse® 2013

Registration

Unless you chose to remove the icons in Step 13 on p. 9, you should see an icon that looks similar to the one to the right. Double-click that icon to open SOS Teacher. If you do not have the icon on your desktop, you can still open SOS Teacher. On your computer's taskbar, press the **Windows** and **e** keys together. Then, select **All Programs** > **AOP** > **Switched-On Schoolhouse 2013 Home** > **SOS Teacher**

Logging In & Registration

The first screen you see asks you to login with the teacher password you created in Step 8 on p. 8. SOS asks you, the teacher, to login with the password to protect your account because, as the teacher, you have access to all answer keys, student grades, and teacher controls.

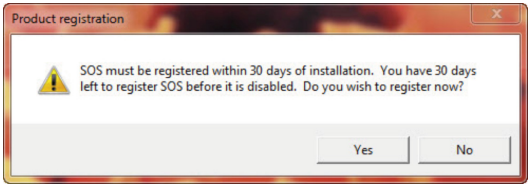
On the Login Page:

1. Enter your **password** (the one you created in Step 8, p. 8) in the password field. (Check your caps lock key if you get an error message. Your password is case sensitive.)

2. Click the **Login** button.

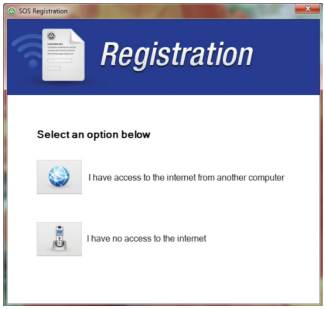
Registration

The first time you login, you are asked to register your software installation. Switched-On Schoolhouse requires the registration process to be completed within 30 days from the time you install the software. We recommend you register upon initial login and eliminate the daily reminders for both you and your student(s).



When you click **Yes** on the **Product Registration pop-up box**, the application automatically attempts to connect you to the AOP website page for SOS registration. If a connection is detected, you are automatically connected to the SOS Registration page where you can complete the registration electronically. See the **Registering Online** section on p. 23 for more information.

If an Internet connection is not detected, you are presented with an option to register electronically from another computer. If you do not have Internet access, you can register by telephone.



To register electronically, click the first option, **I have access to the internet from another computer**.

You then see a page that looks like the second image. You can click the **Print Instructions** button to print a copy of this page to take with you to the other computer.

Alternately, you can copy the serial number provided in **Step 2** on this page.

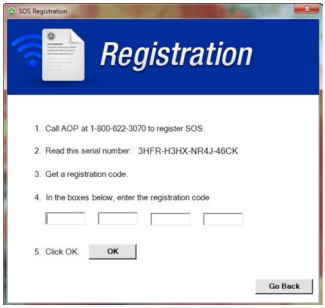
Either way, follow these steps to complete the registration process:

1. On the alternate computer, open a browser and go to http://sosreg.aop.com.
2. Enter the **serial number**.
3. Follow the instructions on the form.
4. Copy the **Registration Code** you receive on the **Thank You** page when the registration process is completed online.
5. Return to the original computer with the full installation of SOS and enter the **Registration Code** in the four boxes shown in **Step 4** of the **SOS Registration** page as shown in the image above.
6. Click **OK**.

Register By Telephone

If you cannot register electronically, click the second option, **I have no access to the internet**. You then see the toll-free number to call along with your product name and installation serial number. The service representative needs the following information from you:

- **First and Last Name**
- **Address, City, State**
- **Zip/Postal Code**
- **Country**
- **Email Address**
- **Phone Number**



AOP has several optional products / services available that a Customer Service Representative (CSR) may offer you. For example, if you want to receive the **Daily Focus**, a daily devotional, or the **Homeschool View**, an electronic newsletter, you will also be asked to provide your email address.

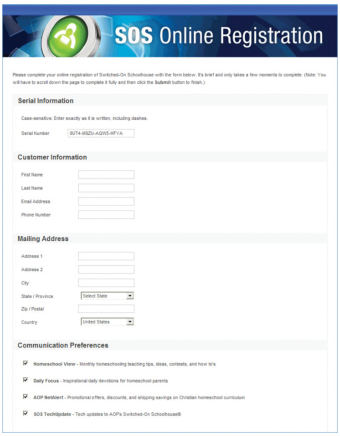
The CSR will give you a **registration code** when the process is complete. You must enter it into the four boxes in **Item 4** on the screen exactly as given. We recommend that you write it down and keep it in a secure place, possibly on the sticker with your serial number in the front of this guide. Click **OK** when you are finished. Remain on the line with the CSR until you have a message confirming your successful registration.

Registering Online

Once a screen similar to the SOS Online Registration screen below is displayed, you can complete the registration process electronically.

If your serial number is not already populated, please enter it in the Serial Number field. If it is pre-populated, please complete the form by entering:

- **Year of Your SOS edition**
- **First and Last Name**
- **Address, City, State**
- **Zip/Postal Code**
- **Country**
- **Email Address**
- **Phone Number**



Next, you should see a list of optional products and services AOP offers, including the **Daily Focus**, a daily inspirational devotion for homeschool families, and the **Homeschool View**, an electronic newsletter for homeschool families. Leave the checkmark beside the ones you want to receive.

Click **SUBMIT** to finish your registration. A new window opens with a message confirming the successful registration of your SOS software installation. This message includes your **registration code**. Please write this number down and keep it in a secure location like the front cover of this guide or print the page and put it in a safe place. Click **OK** on this message screen after noting the registration number.

If your Full Install is on another computer, go to Step 5 on p. 22 to complete your registration process.

Should you misplace either your serial number or registration number, you can find it on the **About** page of your SOS application. Click the **About** link in the upper right corner of your **Home Page** for access. If you are using the Classic theme, click the **SOS logo** on your **Home Page** for access.

Register Later

If you choose not to register your product immediately, you can access the application for up to 30 days after installation. Each time you open your teacher application, you see a registration reminder with the number of days you have to register before your software is disabled.

Click **Yes** anytime you see this message to register.

If you do not register by the end of the 30 day grace period, a message appears on day 30 advising you that SOS will be disabled if you do not register today.

Click **Yes** to register now and follow the procedures beginning on p. 21.

If you have not registered by day 31, a message appears when SOS Teacher or SOS Student is opened advising you that SOS has been disabled and cannot be opened until the product has been registered. Registration can only be performed from the SOS Teacher application. Students receive a message advising them to notify their teacher that they cannot continue.

When you try to open SOS Teacher, click **OK** on the message to register the product at this time.

SOS Setup Wizard

The first time you login to SOS Teacher, the **Setup Wizard** appears. It walks you through the initial setup steps for your school. There are three basic steps to be completed before your student(s) can begin working:

1. Selecting a school term and creating a calendar
2. Adding students
3. Installing curriculum and assigning subjects

When you click the **Finish** button at the end of the **Setup Wizard**, the basic setup for SOS is complete. You and your students can immediately begin working. As you use SOS, you may find that you want to customize assignment or grade options for your school, a specific student, or a subject. Please see the electronic Help file (press **F1**) for step-by-step instructions on how to do these functions. You can also access the Help file by clicking **User Manual** in the **Help** widget on your **Home Page**.

NOTE: Switched-On Schoolhouse includes a tutorial, "How to Use the Setup Wizard" that walks you through a basic school setup.

To access the tutorials, click **Start** on your computer's taskbar and select **All Programs** > **AOP** > **Switched-On Schoolhouse** > **Tutorials**. If you have the **Tutorials** shortcut icon on your desktop, just double-click it.

The **Setup Wizard** may also be viewed online at www.sostutorials.com. Click the tutorials tab on that page to access the tutorials.

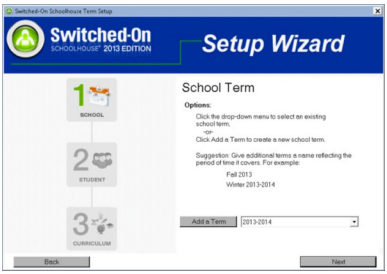
Ready to Begin?

Click **Next** to begin your setup process or click **Cancel** to exit the **Setup Wizard**.

Selecting a School Term

School terms are important because you cannot assign schoolwork to your students without them. There are a couple of points to keep in mind as you work with terms:

- Students can only work in ONE term at a time. If you assign work to students in more than one term, you MUST switch their active term each time they need to work on an assignment from the non-active term. Though there is a **View Other Term** button in SOS Student on the **Schoolwork** screen, it does not allow students to work in other terms. This button only allows them to see what work is assigned to them in any other school term. They cannot perform any work on assignments in other terms until you change their active term using the SOS Teacher program.
- Terms help you keep SOS School records organized. You should create a new term for each new school year.



You already created a term when you installed Switched-On Schoolhouse 2013. If you want to use that term, click **Next** at the bottom of the **School Term** screen and continue creating a calendar below. If you need to create a new term:

1. Click **Add a Term** on the **School Term** screen.
2. Type in the name you want to assign to the school term.
3. Click **Save Term**.
4. Click **Next** to see the **Calendar** screen.

Creating a Calendar

Creating a calendar allows you to assign due dates to student assignments. Due dates help students know how much work must be done each day, so they can complete their assigned work by the end of the school year. When due dates are turned off, students must pace their own schoolwork.

1. Determine if you want to assign due dates:

- Select **Yes** if you want to assign due dates to student assignments.
- Select **No** if you do not want to assign due dates to student assignments. After you click **Next**, go to the **Adding Students** section on p. 28 of this guide.

2. Click **Next** to continue and click the circle next to the type of calendar you want to use:

- **I want to use a Traditional calendar** - This calendar begins the day after Labor Day and lasts 180 school days, excluding time taken off for holidays. You can change the pre-set holidays, school days, or school end date for your school.
- **I want to use a Custom calendar** – This calendar allows you to choose the start and end days of the term, as well as assign any holidays to be included. It is useful if you need to start a term at a time not usually associated with the start of the school year or if you want to compress a school year.

3. Click **Next** to continue.

4. If you chose a traditional calendar, select the school year using the up and down arrows. Then, click **Next** to continue. If you chose a custom calendar, you can select start and end dates for your calendar. SOS defaults the **Start Date** to today and the **End Date** to 180 weekdays from today. You can leave this or change it. To change the dates:

- Select the **End Date** for your school year and select the **Start Date** for the school year.
- Click **Next** to continue.

Customizing Your Calendar

After you have determined the type of calendar you want to use, you can customize the calendar. You can change school days to non-school days and vice-versa. You can change individual days or a series of days. You may do this now or at any time during the school term. Just press **F1** to access the electronic **Help** file for step-by-step instructions or watch the tutorial for a video demonstration.

1. Click **No** if you do not want to customize your calendar now. Click **Next** to continue. Skip to the **Viewing the Calendar** section below.

   Click **Yes** to customize your calendar now. Then, click **Next** to continue.

2. Set each date or range of dates individually. To choose specific dates for things like holidays and vacation:

   - Select the **Start Date** and **End Date** of the period you want to customize.
   - Enter the **Description** for the date range. For example, type "Family Reunion" or "Weather Catch-up Days."
   - Select **Yes** to designate these days as school days or select **No** if these days are not to be considered school days.

3. Click **Customize more days** if you want to add more custom dates and return to Step 2.

4. Click **Finished** when you have entered the last date you want to customize. A confirmation box appears asking you to select **Yes** if you are finished customizing calendar dates.

Viewing the Calendar

1. Click **View Calendar** to see your selected school term.

   After you view the calendar, click **Save** to retain the changes you made to the calendar or **Cancel Changes** to not retain the changes.

2. Click **Next** to continue or click **Back** to return to **Customized Calendar** to make additional changes.

Adding Students

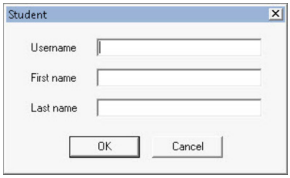
Before students can get started in SOS Student, you need to "enroll" them in your school. SOS allows you to have up to five students working in SOS at once. If you want students to use a password to login, you need to set this up after you complete the **Setup Wizard**. You can press the **F1** key to access the electronic **Help** file for instructions on setting up a student password. The **Student Setup** function allows you to add students, edit student profiles, or remove students from SOS. For now we are going to add students.

1. Click **Next** on the first **Student Setup** screen to begin.

2. If your student's name is not displayed on the screen, click **Add** to open a small window where you can enter the student name and username.

3. Enter the **Username**. This is the name SOS uses for the student, just like your teacher name. Use up to 20 letters and/or numbers. No periods or other special characters are allowed.

4. Enter the student's **First name** and **Last name**.



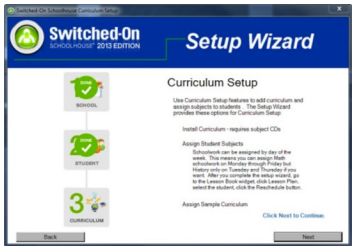
5. Click **OK** to see the student information appear in the large white box at the bottom of the **Student Setup** screen.

6. Click **Add** to add any additional students, **Edit** to make changes to a selected student, **Remove** to delete a selected student, or **Next** if you are ready to continue.

Installing Curriculum

Before students can begin work in SOS Student, you need to install curriculum and assign it to them. Make sure you have your curriculum disc(s) handy before you begin.

1. Click **Next** on the **Curriculum Setup** screen to begin.

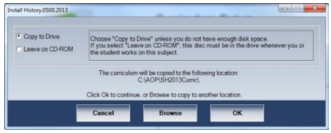


2. Put the disc for one of your subjects in the CD-ROM or DVD drive and click **Install**.

3. Select **Leave on CD-ROM** if you want your student(s) to access the subject using the disc(s) or select **Copy to Drive** if you want to install the subject onto your computer's hard drive.

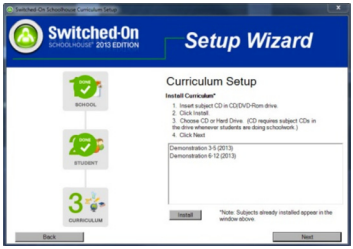
4. Click **OK**.

5. If you chose **Leave on CD-ROM**, go to Step 6.



If you chose **Copy to Drive**, a window opens allowing you to copy to the default folder. Click **OK**. You may choose another location provided there is enough free space on your drive, but we HIGHLY recommend leaving the curriculum in the default folder.

6. SOS begins copying the subject to the selected drive. If the subject has more than one disc, SOS prompts you when to put in the next disc.

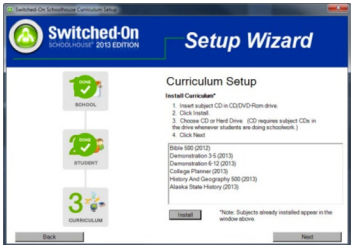


Perform Steps 2 – 6 until you have installed all of the subjects you intend to assign. Then click **Next**.

Remember: If you do NOT load the subject onto your hard drive, the student must have the disc in the CD-ROM or DVD drive when working on the subject.

NOTE: Please see the Setup Wizard tutorial "How to Install a Subject" for additional assistance.

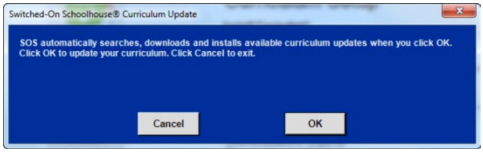
NOTE: If you are using a Client Install, the subject is copied to the server location. The client computer must point to the subject on the server location or you must copy the curriculum to the hard drive of the computer with the Client Install.



Assigning Subjects

Now that you have installed your subjects, they can be assigned to your students. The first thing you see when you click **Next** is the **Curriculum Update** window. This is an automatic process. Just click **OK** and the application automatically checks to see if there are any revisions or updates to the curriculum you have installed. If there are updates, they are automatically applied to your database.

NOTE: If you do not have Internet access, you need to contact customer service periodically to see if there are any updates to your curriculum.

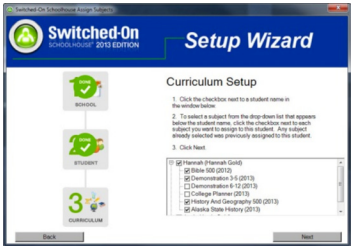


Click **OK** when the **Update Complete** message displays, advising you of the number of assignments that were revised.

Assign each subject to the students who will be taking the course *before* you click **Next**. SOS allows you to assign multiple subjects to every student before you move to the next screen.

1. On the bottom half of the **Curriculum Setup** window, you see a list of your students. Click the checkbox next to a student's name. A list with all of the subjects you installed appears below each student's name.

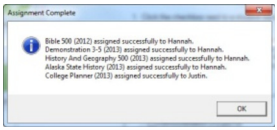
2. Below each student's name, click the checkbox beside each subject you want to assign to the student.



Repeat Steps 1 – 2 to assign subjects to additional students.

3. Click **Next** when you are finished.

4. Click **OK** when the **Assignment Complete Confirmation** box appears.

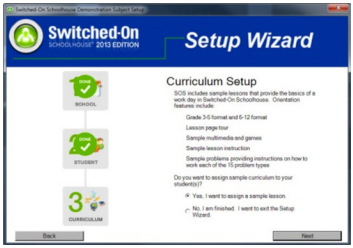


NOTE: Coursework may be assigned to students by day of the week. When you are finished with the **Setup Wizard**, click **Lesson Plan** in the **Lesson Book** widget on your **Teacher Homepage**. Select the student (one at a time) and click the **Reschedule** button.

Assigning a Sample Lesson

SOS includes a sample lesson to allow both you and your students to walk through a practice lesson. It should help both of you to learn about each feature and how to use it. The sample lesson also offers the opportunity to practice the various problem types without concern for the impact to grades.

There are two sample lessons: one for students in grades 3 – 5 and one for students in grades 6 – 12. Each covers the same explanation and features. They are just presented in more age-appropriate context.



1. If you do not want to assign a sample lesson or you assigned it in the previous step, click the circle beside **No, I am finished. I want to exit the Setup Wizard**. Then, click **Next** at the bottom of the screen to exit the **Setup Wizard**.

   To assign the sample lesson to a student now, click the circle beside **Yes, I want to assign a sample lesson** and continue with Step 2 on the next page.

2. Click the checkbox beside the Sample Lesson you want to assign under each student's name just as you did to assign the regular subjects.

3. Click **Finish** on the **Assignment Complete Confirmation** box when you have selected the sample lesson(s) for each student.

You can assign the sample lesson at a later time using the **Curriculum Setup** tab in SOS Teacher.

Click **Close** on the summary page. Setup is complete. Your students can login and begin working in Switched-On Schoolhouse any time now!

Click **OK** on the confirmation window.

You can click the **Details** button to see a summary of what courses were assigned to each student.

You can also click the **Switched-On Schoolhouse Overview** link to see a video overview of the application or click the **Switched-On Schoolhouse Tutorials** link to select any of the 20 plus SOS feature specific tutorials.

As a reminder, you can access the overviews, tutorials, user manual, tech support, or a link to sign up for a free training webinar in the **Help** widget on your **Teacher Homepage**.

Customizing the Teacher Homepage

You now see your **Teacher Homepage** as shown below. You can use any of the functions of SOS Teacher from this location. Press **F1** or click the **User Manual** link in the **Help** widget to access the electronic help files for additional assistance.

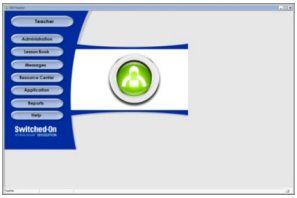
The MiSOS format uses two terms you want to be familiar with:

Avatar: The small picture to the right of your name in the upper right corner of your homepage.

Widget: These are the boxes on the homepage containing links to the SOS functions, as well as the new options available to you. For example, all of your administration, application, and report functions are in separate boxes (widgets). You can also choose to have a Daily Bible Verse widget, RSS Feeds, or other information each in a separate widget.

Please visit the **Help** file (F1) or select **User Manual** and open **Teacher Homepage** and **MiSOS Custom Theme** under **Getting Started** for information about how to use these widgets.

NOTE: If your homepage looks like the picture to the right and you cannot access the other themes, you must upgrade your version of Internet Explorer to IE 7 or above.



Backup and Restore Procedures

Backup/Restore is a feature that protects against the loss of data such as student schoolwork, grades, teacher commentary, and other information. You can backup your entire SOS database at any time. Backing up saves everything exactly as it is at the time of the backup, so you can restore a previously created copy of your database whenever you need.

We strongly recommend you backup your database daily.

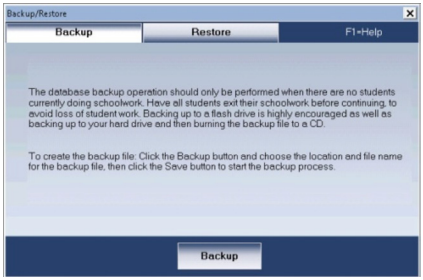
Some points to remember when backing up your database:

- You are encouraged to backup to a flash drive or burn it to a CD.
- The backup file name, including the path, must not exceed 256 characters.
- Verify that the drive has sufficient free space and you have write permissions to this drive.
- Backup/restore operations can only be performed when there are NO students doing schoolwork. Before you begin, make sure all students return to their homepage or completely exit SOS to protect against losing their work.

Attention Vista Users: If you have a Client Install, it is important to read the Vista Users section on the next page before performing a backup.

If you have a new computer, first perform the backup procedure on your old computer. Then, complete the restore procedure on your new computer.

Backing Up Files



1. Click **Backup/Restore** in the **Application** widget on your homepage.
2. A small **Backup/Restore** window appears. Make sure the **Backup** tab is highlighted.
3. Click the **Backup** button.
4. SOS automatically populates the backup file name "SOSbackup2013T" in your SOS Backup folder created at installation. We strongly recommend that you leave the backup file with this name and location.
5. Click the **Save** button. A message appears, telling you the database backup is in progress. Because this process copies the entire database, you may need to wait a few moments.

NOTE: If a backup file was previously created, a message box appears, telling you the file already exists. Click **Yes** if you want to replace it with the new one. If you want to save every backup file you make, rename the file each time you back it up. If you do this, we recommend that you simply add a number or the date at the end of the current file name and increment it by one with each backup. For example, SOSbackup2013T1, SOSbackup2013T_20130227, etc.

6. When the process is finished, a message box appears, telling you that the backup file was successfully created. Click the **OK** button. You have now backed up your entire SOS database.

NOTE: You can also copy your backup file (SOSbackup2013T.bak) to a flash drive, burn it on a CD, or store it on a different computer.

NOTE: If you have a Teacher/Client Install, your back-up file is placed on the computer where your database is installed. Remember this if you need to perform a restoration.

Windows Vista and Windows 7 & 8 Users

If you have a Client Install, when you run a backup, you will get a warning telling you that you cannot write to the location of the backup folder. There are two things you can do:

- Run as an administrator
- Turn User Account Control (UAC) off.

To run as an administrator:

1. Open your **C:** drive.
2. Open **Program Files**.
3. Open the **AOP** folder.
4. Open **Switched-On Schoolhouse 2013 Home**.
5. Right-click **SOSHAPP.exe**.
6. Select **Run as administrator**.

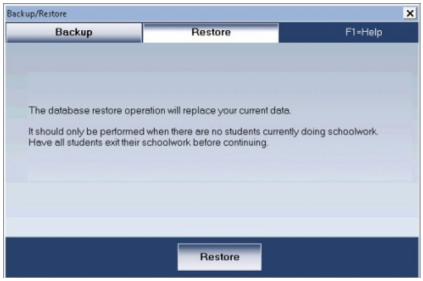
To turn off UAC:

1. Open your **Control Panel**.
2. Select **User Accounts and Family Safety**.
3. Select **User Accounts**.
4. Select **Turn User Account Control On or Off** or drag sliding bar down to "**never notify**".
5. Click **OK**.

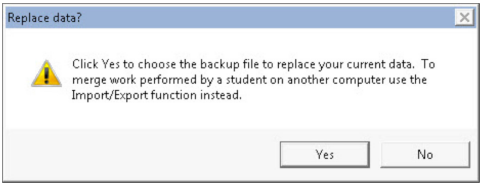
Restoring Files

NOTE: The backup/restore operations can only be performed when there are no students currently doing schoolwork. Before you begin, have all students exit their schoolwork so their work is not lost.

NOTE: You must have a backup file you have already created before you can restore.



1. Click **Backup/Restore** in the **Application** widget on your homepage.
2. A small **Backup/Restore** window appears. Click the **Restore** tab to highlight it. This means you want to restore your SOS data.
3. Click the **Restore** button on the bottom of the screen. A warning message appears. If you are simply restoring a backup of your normal database, click **Yes** and continue with Step 5 below. Your current data is replaced with the backup file you selected. If you want to merge the work performed by a student on another computer, click **No** and return to the **Application** menu and select **Import/Export** instead.



4. A window appears, so you can find and open the backed-up SOS database file you want to restore. It is in the default folder created when you installed SOS. Unless you selected a different name, the file is called "SOSbackup2013T." If you have been retaining copies of previous backups, you may have an incremental number after the "T."

REMEMBER: If you have a Teacher/Client Install, your back-up file is located on the computer where your database is installed.

5. Click the backup file you want to restore and click **Open**.
6. You are returned to the **Backup/Restore** window. The restore process starts automatically and a message appears telling you the database restoration is in progress.
7. When the process is finished, another message box appears telling you that the restore file was successfully created. Click **OK**. You have now restored your entire SOS database. The application closes, and you must restart it.

Tutorials

- How to Setup Wizard
- How to Backup/Restore Your Database
- How to Use the Homepage Settings
- How to Set up a MiSOS Custom Theme
- How to Add a New Term
- How to Edit a Student Attendance Calendar
- How to Change Between School Days and Non-School Days
- How to Exclude a Range of Days
- How to Install a Subject
- How to Create a Custom Subject
- How to Create a Custom Assignment
- How to Assign a Subject
- How to Globally Block and Unblock Quizzes and/or Tests
- How to Add an Event to a Student Calendar
- How to Create a Lesson Plan
- How to Update a Lesson Plan (Regenerate Due Dates)
- How to Remove an Assignment
- How to Remove a Duplicate Subject
- How to Block and Unblock Individual Assignments
- How to Clear Highlighting
- How to Clear an Assignment
- How to Zero a Unit or an Assignment
- How to Create a Transcript

SOS Overview Presentation

Switched-On Schoolhouse also offers another view of the program. It is called the SOS Overview Presentation. It includes:

1. Teacher Homepage
2. Administration - Assignment Settings
3. Administration - Quiz and Test Settings
4. Administration - Grade, Term, and Homepage Settings
5. Administration - Student Setup
6. Administration - Curriculum Setup
7. Lesson Book - Assignments
8. Lesson Book - Lesson Plan and Attendance
9. Student Homepage
10. Student Schoolwork
11. Student Lesson Presentation

You can access this presentation by clicking **SOS Overview** in the **Help Center** widget on your homepage.

You can also access additional grade level presentations by going to www.aophomeschooling.com and following these steps:

1. Under **Christian Homeschool Curriculum Options**, click **Switched-On Schoolhouse**.
2. Select **Grades**.
3. Click the **grade level** or **subject** folder.
4. Click the **SOS box** or specific **subject** CD.
5. Click the **View On-Demand Presentations** link in the middle of the page.

SOS Free Training Webinar

AOP offers a free training webinar for Switched-On Schoolhouse. You can register for these training sessions by clicking the link in the **Help** widget on your **Teacher Homepage** or by going directly to www.aophomeschooling.com/support

SOS User Manual and Help File

The Help file is the SOS User Manual. It answers most questions about how to use the program. You can access it either by clicking the **User Manual** link in the **Help Center** widget on the SOS Teacher **Homepage** or by pressing the **F1** key from anywhere in either the Teacher or Student application. If you prefer a paper copy, you may download one at www.aophomeschooling.com/support. Click the **Resources** tab in the middle of the page.

Tutorials

SOS includes a series of video tutorials to demonstrate how to perform various functions. There are several ways to access them. Double-click the **Tutorials** icon on your desktop, click the **User Manual** link in the **Help Center** widget on your SOS Teacher **Homepage** and select **Tutorials**, or click the **Start** button on your taskbar and select **All Programs** > **AOP** > **Switched-On Schoolhouse** > **Tutorials**. Additionally, you can view the tutorials on the Internet at http://www.sostutorials.com. Click the **Tutorials** tab in the middle of the page.

Attention Windows 8 Users: Find the tutorials using the tile view.

SOS Overview Presentation

This presentation provides an overview of Switched-On Schoolhouse. View it online by clicking the **User Manual** link in the **Help Center** widget on the SOS Teacher **Homepage** and selecting **SOS Overview** on the web at www.aophomeschooling.com. See the steps for navigating to this site on p. 38.

Online Support

There is an extensive database of solutions to questions, answers, and problems with solutions others have encountered while using SOS available online at www.aophomeschooling.com/support. This is the fastest way to answer most of your questions. This database is updated regularly as new issues and solutions are identified. Clicking the **Tech Support** link in the **Help Center** widget on your SOS Teacher **Homepage** opens the website. Additional AOP products are available at this site as well.

Phone Support

If you are still in need of assistance, call the technical support team at 866-444-4498. Our shortest wait times are typically Thursday and Friday afternoons.

Customer Service

Call 800-622-3070

Forgot Your Teacher Password?

SOS does not limit how many times you can try your password. SOS does have a data utility on SOS Installation Disc Two you can use to change or reset your password.

Remember:

- Your password is case sensitive, so check to see if your **Caps Lock** key is on.
- If your password is longer than 12 characters, you will get an error.
- You may use letters or numbers in your password, but NO special characters.

1. Put SOS Installation Disc Two into the CD-ROM or DVD drive of your PC.
2. If the **Install** window opens, click **Close**.
3. At the same time, press the **Windows** ( ) and **e** keys.
4. Right-click the drive containing the SOS installation disc and click **Open**.
5. Double-click the **Tools** folder found on SOS Installation Disc Two and double-click the **DataUtilities.exe**.
6. When you are prompted to select a database, choose **SOS Home 2013** and click **Connect**.
7. Use the dropdown menu to select the **Change Password** option and click **Execute Command**.
8. Enter your new password twice and click **Save**.
9. When the window closes, notice the "Successfully Changed Password" message below the Execute Command button. Click **X** in the upper right corner to close the Data Utilities window.
10. Remove the disc from the CD-ROM or DVD drive.

NOTE: Be sure to write your password down and put both the password and the SOS installation disc somewhere safe. Protect your teacher password by keeping the disc in a safe location.

Troubleshooting

If you experience problems with the installation of your application, try the following before calling technical support.

- Close any open applications.
- Restart your computer.
- Disable/turn off any anti-virus software.
- Double-check that your computer meets or exceeds the minimum system requirements as shown on p. 3.
- Remove the application and reinstall it. Before you do this, be sure you have a backup and carefully follow the procedures on p. 34.
- Verify that you have the most recent application and curriculum updates by visiting www.aophomeschooling.com/support and www.sosupdates.com.
- Visit www.aophomeschooling.com/support for detailed solutions to the most frequently encountered questions.
- Read the **Contacting Technical Support** section on p. 46 before emailing or calling.
- See the **Resource List** on p. 47 for contact information.
- See the **SOS Tech Support Videos** folder on SOS Installation Disc Two for help on some common issues people have experienced.

Common Issues

There are several common issues people encounter. Please take a look at these solutions before contacting tech support.

Q: When I clicked on a lesson I was prompted to "browse for folder." What do I do?

A: This means Switched-on Schoolhouse is not sure where to locate your curriculum.

1. Put the curriculum CD-ROM/DVD for that subject in the CD-ROM/DVD drive on your computer. If a window opens asking what you want to do, click the **Close** button.
2. Open the SOS Student application and click the **Copy Curriculum** link in the **Application** widget on the Student **Homepage**.
3. Click **OK** on the **Copy Curriculum** window. A progress window displays while it is copying to the hard drive of your computer. It may take a few minutes.
4. Click the **Close** button when the copy is complete. You can now remove the subject disc from your CD-ROM/DVD drive and access the lesson without the disc or the "browse for folder" message.

Q: I have a message telling me I have an invalid database connection. How do I fix it?

A: There are a couple of possibilities. Please check the following:

1. Confirm that your SQL server is running. Press the **Windows** and **r** keys together. In the **Run** dialogue box, type "services.msc" (no quotation marks). This opens your Services Manager. It sometimes takes a minute or two to open and list all of the services on your computer that run in the background. Look for SQL Server (SOSHOME80).
2. If it is not listed as STARTED, right-click the service name and click **Start**. A progress bar displays while it is starting.
3. Close the **Services** window and log into Switched-On Schoolhouse.

If restarting SQL did not fix the problem, the problem might be that Windows Firewall is blocking the database connection. If the problem is on the computer with the Client Install, there is a tool on SOS Installation Disc Two to help open the ports on your Firewall specific to Switched-On Schoolhouse. Do these steps on the computer with the Full Install (the one where your database resides). To run the Firewall utility:

1. Insert SOS Installation Disc Two in your CD-ROM/DVD drive on your computer. Close the application when it opens to the **Installation** window.
2. Press the **Windows** and **e** keys at the same time.
3. Right-click the drive containing SOS Installation Disc Two and click **Open**.
4. Double-click the **Tools** folder and double-click the **FWConf** folder.
5. Right-click the **FWconf.exe** file. Choose **Run As Administrator** (If you are using XP, the choice is **Run**.)
6. On the **Firewall Exception** window, click the **Create Exceptions** button.
7. When the indicator at the bottom of the box with the exceptions reads **True**, close the windows you opened while following these seven steps and log into Switched-On Schoolhouse.

If ONLY the computer with the Full Install is getting the invalid database message:

1. Insert SOS Installation Disc Two in the CD-ROM/DVD drive on your computer.
2. Press the **Windows** and **e** keys on your keyboard simultaneously.
3. Right-click the drive containing SOS Installation Disc Two and click **Open**.
4. Double-click the **Tools** folder.
5. Double-click the **InvalidDBConnectionTool.exe** folder.
6. Double-click **InvalidDBConnectionTool.exe**
7. On the **Invalid Database Connection Tool** window, click **Correct Database**.
8. If you get a message to close the windows, repeat steps 5 – 6 one more time. If you still get a message, call tech support.
9. If you get a Successful message, close the window and try SOS Teacher or SOS Student to see if the program is now working correctly.

Q: I'm having trouble performing a Client Install. What do I do?

A: There are a couple of possibilities. We'll walk through each problem and solution.

1. Make sure you can see the SQL Instance name of the database (SOSHOME80) in the drop-down list to pick your database. If you do not see it:

   - Manually type the network path to where the SQL instance (SOSHOME80) is located into the box. It should look something like this: "Computer Name\SOSHOME80". Do not type in the quotation marks. Substitute your computer's name for "Computer Name". (To locate your computer's name, press the **Windows** and **e** keys at the same time. Then, right-click **Computer** (XP users, My **Computer**) and select **Properties**.

Continue with your Client Install

2. Occasionally, Windows Firewall blocks the connection between SOS and the SQL database. If this happens, follow steps 1-7 on the previous page to access and run the Firewall Utility.

3. Third-party security software (anti-virus, Internet family safety, filters, spyware, or spam scanners) on your computer sometimes blocks the connection between SOS and the SQL database. There are a few things you can do to try to make sure they are not interfering.

   a. Make sure you are not running more than one anti-virus suite. Different types of anti-virus programs are not meant to be run simultaneously. This can open your computer to outside risks. If you have more than one anti-virus program on your computer, choose the one you want to keep and completely uninstall others using the **Add/Remove Programs** or **Programs** area of your **Control Panel**. Even if the other program is just an expired trial program that came with your computer, remove it.

   b. AT YOUR OWN RISK, you can temporarily disable your security software for the duration of the SOS installation process. Many security programs have an option to disable the software in increasing increments of time. Check your security software documentation for instructions.

   c. Often, you can set your security software to grant SOS an exception, meaning it treats SOS and its database as a trusted connection. Check your security software documentation for instructions. You may need to contact the security software manufacturer's technical support for assistance.

4. Confirm your computers can "talk" to each other over your network. There are three identifiers that allow other computers on your network to identify and work with them. Once you gather the information, you can save it in the table on p. 45. Each computer has a:

   - Name
   - Internal Address (for self-identification within your home network)
   - Workgroup

To gather this information:

Computer Name and Workgroup:

1. Press the **Windows** and **e** keys at the same time.
2. Right-click **Computer** (XP users, **My Computer**)
3. Select **Properties** (XP Users click the **Computer Name** tab.)

IP Address

1. Press the **Windows** and **r** keys at the same time.
2. Type **CMD** into the **Run** box that appears.
3. Click **OK**.
4. A **DOS prompt** window opens. Type **IPCONFIG** and press the **Enter** key on your keyboard.
5. Your IP Address displays in the list.
6. Make sure all of the computers you want networked are in the same workgroup and all the computers can "ping" one another both by Computer Name and IP Address. On each computer, do the following:
   a. Press the **Windows** key and the **r** keys on your keyboard at the same time.
   b. Type **CMD** into the **Run** box that appears.
   c. Type **Ping "ComputerName"** using the name of each of the other computers. Do this one at a time. Type your computer's name in after Ping without the quotation marks.
   d. Press the **Enter** key.

If the ping was successful, you should see a list of statistics. If it was not successful, you get a timeout message or other error indicating failure.

To ping by IP Address, repeat the same four steps, substituting IP Address for Computer Name in step 3.

Again, you know the ping was successful if you see a list of statistics. If it failed, you see a timeout or error message.

If you were unable to successfully ping the other computers, try the following:

- Confirm both computers are connected to the home network.
- You can connect to the Internet.

- Make sure the wireless adaptor is turned on. (Many laptops have a physical switch for WiFi or a function key to turn it on and off.)
- Confirm that both computers are connected to the same network. Occasionally, you might inadvertently connect to a neighbor's network.
- Make sure your router is turned on and functional. Power cycle it by turning the router off for 30 seconds and turning it back on.
- If your router limits internal connections or routes traffic externally, you may need to contact tech support for your router manufacturer.

If you are still unable to complete the Switched-On Schoolhouse Client Install, please contact tech support as described on p. 46.

Use the table below to enter and save Client Install information.

	Full Install Computer	**Client Install Computer**
Computer Name		
IP Address		
Workgroup		

Contacting Technical Support

Please verify that your computer meets or exceeds the minimum requirements listed on p. 3 before contacting technical support. Additionally, you should have the following information available prior to contacting tech support:

The **version of Windows** you are currently using, **the amount of RAM**, and how much **available disk space** you have.

Windows XP Users: Click **Start** on your computer's taskbar, right-click **My Computer**, and select **Properties**.

Vista and Windows 7 Users: Click **Start** on your computer's taskbar, double-click **Computer**, and right-click your hard drive.

Windows 8 Users: Press the **Windows** ( ) and **e** keys at the same time. Then, right-click your hard drive.

Determine the version of SOS you are using:

- If you have already installed SOS, click the **About** link located in the upper right corner on your SOS homepage. Click the **SOS Logo** if you are using the Classic theme.
- If you have not installed SOS yet, look on the left-hand side of your SOS Installation Disc. It has a V. with a series of numbers and/or letters.

Resource List

SOS User Manual (Help File)

Click **User Manual** in the **Help Center** widget on your homepage or press the **F1** key on the top row of your keyboard from anywhere in the application.

Students, click **Help** in the **Application** widget on your homepage or press the **F1** key anywhere in the application.

SOS Tutorials

Start > **All Programs** > **AOP** > **Switched-On Schoolhouse 2013** > **Tutorials** or click the **Tutorials** icon on your desktop, the link in the **Help** widget on your Homepage or http://www.sostutorials.com

Windows 8 Users: Find the tutorials in the tile view.

SOS Overview Presentation

www.aophomeschooling.com
See p. 38 for navigation steps.

Online Support

www.aophomeschooling.com/support

Email Tech Support

techsup@aop.com

Curriculum Feedback

www.aophomeschooling.com/errors

SOS Application and Curriculum Updates

www.sosupdates.com

Facebook

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Toll-Free Phone Assistance

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Technical Support
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